

AUDIO & VIDEO TAPES

The following Tapes and Video's are available for you to borrow from the downtown SBDC on First Street

Call #	Title	Author	Year	Length
—	CNN Connection	Allyn and Bacon	—	—
—	SFP Productive	Patty Hannum, Steve Brown, Kennedy Smith	1993	18:00
ACCOUNTING				
ACTG1	Making Your Business Work: Business Owner Tax Update	—	1989	55:00
BUSINESS PLANS				
BP1	The Business Plan: Your Road Map for Success	—	—	—
COMMUNICATION				
COM1	Assertiveness Training	Helga Rhode	1990	3:00:00
COM2	How to Speak Up, Set Limits, and Say No, Without losing your job or your friends	Maria Arapakis	—	90:00
COM3	How to Present a Professional Image	Carol Price	—	92:00 86:00
COM4	The Massy Triad, Part I, What You Are is Where You Were When (with handout)	Dr. Morris Massy	—	64:00
COM5	The Massy Triad, Part II, What You Are Is Not What You Have To Be (with handout)	Dr. Morris Massy	—	59:00
COM6	The Massy Triad, Part III, What You Are Is Where You See (with handout)	Dr. Morris Massy	—	65:00
CUSTOMER SERVICE				
CS1	How to Deal with Difficult People, Volume I	Dr. Rick Brinkman, Dr. Rick Kirschner	—	74:00 116:00
CS2	The Power of Customer Service	Paul R. Timm, Ph.D.	—	60:00
CS3	Wild About Anchorage: Hospitality Training	—	—	42:09
CS4	Building Customer Satisfaction	Robert Desatnick	1990	—
CS5	The Power of Customer Service (video/audio/workbook)	Paul R. Timm, Ph.D.	1989	v60:00
EMPLOYEE'S				
EMP1	Successful Strategies for Business. Tackling the Rising Cost of Employee Benefits	Edward D. Jones & Co.	1992	60:00
EMP2	Medical Educational Services, Survival #2: Wellness in the Workplace	—	—	—
EMP3	Making Your Business Work: Meeting Today's Challenges. Battling Worker's Compensation Costs	Patty Hannum, Terry Schlick, Stacey Sickendick	1993	—
EMP4	Making Your Business Work: Meeting Today's Challenges. The Americans with Disabilities Act: Compliance Strategies for Small Business	Bob Ciapciak, Richard Jaudes, Linda Baker Oberst	1993	59:10
EMP5	Valuing Diversity 3: Communicating Across Cultures	—	1987	—

EMP6	Everything Looks So Normal (Drug Awareness)	—	—	30:00
FINANCES				
FN1	How to Finance Your Small Business, Volume 2, Strategies for Small Business Success	—	1990	28:00
FN2	Profiting from Financial Statements: An Introduction to Business Analysis	—	—	—
FN3	Successful Strategies for Business. Alternative Sources of Financing	—	1992	58:10
FN4	The Entrepreneurial Revolution and its Impact on the American Economy Now and Into the Future	—	1991	—
FN5	The Business of Retirement Plans	—	1991	—
FN6	Rising Income Strategies for Retirees	Jack Phelan, Graham Holloway	—	47:28
FN7	Investment Trends with Dr. Goodman	—	1992	30:00
FN9	Decisions for the Decade: the Case for Global Investing	—	1993	—
HOME BASED BUSINESS				
HBB1	Home-Based Business: A Winning Blueprint	—	1991	55:00
INTERNATIONAL BUSINESS				
IT1	Basics of Exporting	—	—	—
IT2	The Japan They Don't Talk About	—	—	—
MANAGEMENT				
MAN01	The One Minute Manager	Ken Blanchard, Ph.D, Spencer Johnson,MD	—	50:00
MAN02	Team Building: How to Motivate and Manage People, Volume I	Mark Sanborn	—	99:00
MAN03	Team Building: How to Motivate and Manage People, Volume II	Mark Sanborn	—	89:00
MAN04	Project Management, Volume I	Larry Johnson	—	58:00
MAN05	Project Management, Volume II	Larry Johnson	—	79:00
MAN06	High Impact Leadership, Volume I	Mark Sanborn	—	80:00
MAN07	How to Get Results with People, How to Build Your Leadership, Power and Visibility on the Job	Jeff Salzman	—	90:00
MAN08	The Wall Street Journal on Management	Editors of the Wall Street Journal	1986	—
MAN09	Managing Change	—	—	30:00
MAN10	A Passion for Excellence	Tom Peters	1985	—
MAN11	Achieving Excellence	Tom Peters	1985	—
MAN12	Group Productivity (with workbook)	—	—	30:00
MAN13	Abilene Paradox (with workbook)	—	—	45:00
MAN14	Small Business Survival Workshop	Kent Burnes	1994	—
MAN15	Stress Management	—	—	22:00
MAN16	Stress Test	—	—	21:00
MAN17	Revitalizing Main Street: A Conference for Leaders in	Patty Hannum, Kenneth	—	—

	Business	Smith, David Taylor		
MAN18	Successful Strategies for Business. Town Hall Meeting for Small Business Owners with Senator Christopher Bond	—	1992	60:00
MAN19	The Case of the Snarled Parking Lot (with workbook)	Rivian Bell & Teresa Koenig, JDI, Ltd.	—	20:00
MAN20	Motivating People to Care	Bernard Hugh Petrina	1986	—
MAN21	Kiplinger's Guide to Small Business Growth	Kiplinger Editors	1992	35:00
MAR1	Promotion: Solving the Puzzle. Advertising, Public Relations, Direct Mail, Trade Shows (with workbook)	—	1990	55:00

MARKETING

MAR2	Marketing Skills for Small Business, Volume III	—	—	28:00
MAR3	Marketing: Winning Customers With a "Workable" Plan	—	1989	45:00
MAR4	Marketing: Creating a Winner	—	—	80:00
MAR5	Growing the Company Conference: Quality and the Customer, Sales and Marketing, Money Matters, Management Issues	—	1991	110:00
MAR6	Marketing Strategy (video/audio/workbook)	—	1988	v51:00

QUALITY CONTROL

QC1	It Was No Accident (Space Shuttle Challenger)	Roger Boisjoly & Mark Maier	1988	—
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SALES

S1	Negotiate Like the Pros, Never pay too much, settle for too little or give in too soon again. Volume I	John Patrick Dolan	—	90:00
S2	Negotiate Like the Pros, Never pay too much, settle for too little or give in too soon again. Volume II	John Patrick Dolan	—	90:00
S3	Retail Sales Training System	—	—	30:00
S4	Telemarketing #1: Customer Service: Back Up "Telephone Techniques"	—	—	15:00
S5	Telemarketing #2: Becoming a Pro on the Phone	—	—	15:00
S6	Telemarketing #3: Dealing With Customer Objections	—	—	18:00
S7	Telemarketing #4: Getting the Order	—	—	8:00

START YOUR OWN BUSINESS

ST1	So You Want to be an Entrepreneur	—	—	28:00
ST2	Basic Business: How to Really Start Your Own Business (with workbook)	—	—	—
ST3	Small Business Law: How to Start Your Own Business (with workbook)	Ralph Warner, Joanne Greene	1993	60:00